

ORIGINAL

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



RECEIVED

ARIZONA CORPORATION COMMISSION

2013 APR -2 A 9:19



0000143941

April 1, 2013

To: Docket Control

RE: Global Water-Santa Cruz Water Company

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

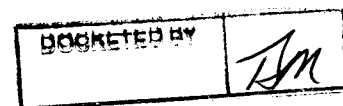
Please docket the attached ____ 14 ____ customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

APR 02 2013



W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109864

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Joann Last: Warren

Account Name: Joann Warren

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Oppose rate increase. Thank you Joann Warren

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed:

Opinion No. 2013 - 109864

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109861

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Steve Olson

Account Name:

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We moved to Maricopa from Tempe. We are a growing family with young kids. Our water bill was only \$45 per month. With this rate increase, we will not only be paying for higher bills but also a higher HOA fees. We are already paying almost 4 times the amount of our water bill in Tempe, AZ (\$45) .. And that's before any increase that Global Water has planned.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109861

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109860

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Richard & Sheryl Wynn

Account Name: Richard & Sheryl Wynn

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

On a fixed income - would be a hardship

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109860

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109859

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Elsie M White

Account Name:

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: C

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I think the rates are already too high.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109859

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109858

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Forest Last: White

Account Name: Forest White

Home: (520) 509-4720

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We have to pay highest base rate but have the lowest per capita use in the area.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109858

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109857

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Allan Kent French

Account Name:

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Cc

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

The rates are too high now. Please reconsider.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109857

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109856

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
John & Darlene Cross

Account Name: John & Darlene Cross

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Maricopa should be encouraging families and business's to come to Maricopa NOT DISCOURAGING.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109856

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109852

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Bill & Robin **Last:** Kmet

Account Name:

Street: **Work:** (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 **is:** Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

This rate increase is ridiculous. GW states it like we are idiots, only 5%. But that is 5% a year. Compounded of course. My monthly water & sewer rate with ZERO wate use is \$90. Almost double what my cousin in Chandler pays. Of course as the rates go up so do the associated taxes. If things are so bad for GW let them sell their palatial office in Maricopa. It looks like something from the internet heyday in Seattle or San Francisco. Before most of them went bust. In today's world many people are struggling to make ends meet. This increase is a horrible example of corporate greed. Please do not let GW bleed us more than they already are. Of course the increase will also cause all of our HOA dues & local businesses to charge us even more. Please just say NO!
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.
End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109852

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109850

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Patricia Klank

Account Name: Patricia Klank

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am against the proposed rate increase because it imposes a financial burden on my family and my community. The prices for everything seem to have increased at a drastic rate over the past few years. Meanwhile, my household income has decreased. We simply cannot afford any more increases at this time. I strongly feel that a rate increase at this time will likely hurt our local economy.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109850

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109849

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Richard Last: Andrew

Account Name: Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

This is an issue of importance throughout all of Maricopa, AZ. All HOA communities in Maricopa, along with the business are having the same rate increase issue. This is not a water quality or service problem, but a financial burden on myself, the City and all the local communities.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109849

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109847

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Brian & Jeannie** **Polowick**

Account Name: Brian & Jeannie Polowick

Street:

Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: **Con:**

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We are opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice. The increase to the average homeowner is far too high, PLEASE TELL GLOBAL WATER "NO INCREASE"

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109847

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109846

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Chris Friedel

Account Name: Home: (000) 000-0000

Street: Work: (000) 000-0000

City: Maricopa

State: AZ Zip: 85138 is: Cellular

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: C

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Single homeowner. Water at previous residences cost 1/3rd the rate of Global Water. They are raising prices again but their usage graphs say I used LESS water? This will have a huge impact on me. I strongly object to Global Water's latest rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109846

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2013 - 109845

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Ted & Sherrie** **Hagemo**

Account Name: Ted & Sherrie Hagemo

Street:

Work:

City: Maricopa

State: AZ Zip: 85138

is: Cellular

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: I Cor

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

I am opposed to granting an increase to Global Water so they can achieve a higher rate of return. The current rate of return that is earned is greater than any individual can make investing or putting money in the bank. This rate increase will not only increase my monthly bill, but it will also lead to an increase in my HOA dues. It is not fair to be charged twice and Global Water did not calculate this fact into their test data. The basic service charge increases in water and sewer will increase my total bill \$23 a month and over \$30 a month with usage. The reduced rebate threshold will be almost impossible to meet regularly and that leads to an addition \$10 in water usage charges. Global's letter to customers even state that most will see at least a \$72 per year increase, that means I would be paying \$216 more in 3 years, but in reality it is more like \$400 or more to the average homeowner. Global wants a 37% increase or more and incomes are not keeping up with that kind of increase. I will be forced to make other cuts to my spending in order to pay for something that I need. This is a preventable hardship!

PLEASE TELL GLOBAL WATER -NO INCREASE! They already make a healthy return on their investment. Tell them to stop hurting their customers with outrageous rate increases.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2013 - 109845

W-01212A-12-0309
SW-20445A-12-0310
W-03720A-12-0311
W-02450A-12-0312
W-02451A-12-0313
W-20446A-12-0314
W-01732A-12-0315

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Priority: Respond Within Five Days

Opinion No. 2013 - 109853 Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Haven L. Last: Hull

Account Name: Haven L. Hull

Street: Work: (000) 000-0000

City: Maricopa CBR:

State: AZ Zip: 85138 is: Other

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name:

Nature of Complaint:

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Global Water is asking for a rate increase on residential water usage for residents of Maricopa, Az.

If granted, this would be an increase 37% over current rates.

Our HOA is also telling us that if the water cost increase, it will have to raise our assessment to cover their cost. (54 acres of grass to water)

How much profit does a Utility need to make?

As a retired person on a fixed income, this would be an additional burden that I can not afford.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/01/13 Comments noted for the record and docketed. CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109853

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
